

WHAT IS CLAIMED IS:

1. A system for notifying customers comprising:
means for receiving filter information from a customer;
means for computing a filter replacement date;
means for sending a message to a customer on message date that is related to the filter replacement date.
2. The system according to claim 1, wherein the message date is before the filter replacement date.
3. The system according to claim 1, wherein the message date is the same as the filter replacement date.
4. The system according to claim 1, wherein previous interactions with the customer is stored as historical information.
5. The system according to claim 4, wherein the historical information is considered in computing the filter replacement date.
6. The system according to claim 1, wherein a first filter replacement date and a second filter replacement date define a first filter replacement interval and wherein a third filter

replacement date and a fourth replacement date define a second filter replacement interval, and wherein the first replacement interval is different from the second filter replacement interval.

7. The system according to claim 6, wherein the second filter replacement date is the same as the third filter replacement date.

8. A method for notifying customers comprising the steps of:
receiving, from a customer, information related to a filter;
using the information to compute a replacement time for the filter; and
providing a contact with the customer at the replacement time.

9. The method according to claim 8, wherein the contact is information related to the filter and a reminder to replace the filter.

10. The method according to claim 8, wherein the contact is a command to a fulfillment location to ship a replacement filter to the customer.

11. The method according to claim 8, wherein the contact is a message and wherein the system waits for a response after sending the message.

12. The method according to claim 11, wherein while the system is waiting, the system is adapted to receive information from the customer and after receiving the information, sends a product to the customer.

13. The method according to claim 12, wherein the system sends the product to the customer by sending a command to a fulfillment location.

14. The method according to claim 12, wherein the system sends the product by shipping the product.

15. The method according to claim 8, wherein previous interactions with the customer is stored as historical information.

16. The method according to claim 15, wherein the historical information is considered in computing the filter replacement date.

17. The system according to claim 8, wherein a first filter replacement date and a second filter replacement date define a first filter replacement interval and wherein a third filter replacement date and a fourth replacement date define a second filter replacement interval, and wherein the first replacement interval is different from the second filter replacement interval.

18. The system according to claim 8, wherein the system retains information related to customer equipment.

19. The system according to claim 8, wherein the system retains information related to a filter system brand, model number, filter replacement part number, and/or location of filter system.

20. The method according to claim 8, wherein the contact is a service technician dispatch.